

Self-Inventory

It is suggested that the discussion facilitator duplicate the following questions for the viewers to use as a personal checklist or as a discussion tool after watching the video.

1. In what ways might my patients view my relationship with them differently than I do? How can I tell when there are such differences?
2. Do I listen open mindedly to what my patients tell me? What biases or assumptions do I have that interfere with my ability to listen carefully?
3. Do I believe that my patients can improve and recover? How do I offer patients hope?
4. Do I include patients in the treatment planning process? What kind of expertise do they offer? How can we arrive at mutually acceptable treatment goals?
5. Do I show patients respect? What actions convey respect to patients?

Discussion Questions Following the Video

These questions may be used with mental health professionals, or with professionals and mental health consumers together after showing the video.

1. Based on watching the video and completing the self-inventory, which ideas had the greatest impact on you?
2. What types of communication helped or hindered your relationships with patients?
3. What would help you to improve consumer recovery?
4. What are some ways you could improve your relationship with consumers?

Partial List of Resources

Center for Mental Health Services

Substance Abuse and Mental Health Services Administration
Department of Health and Human Services
SAMHSA's National Mental Health Information Center
P.O. Box 42490
Washington, D.C. 20015
(800) 789-2647
Web site: www.mentalhealth.org

Consumer Organization and Networking Technical Assistance Center (CONTAC)

P.O. Box 11000
Charleston, WV 25301
(888) 825-TECH (8324)
Web site: www.contac.org

National Alliance for the Mentally Ill (NAMI)

2107 Wilson Boulevard
Suite 300
Arlington, VA 22201-3042
(800) 950-6264
Web site: www.nami.org

Depression and Bipolar Support Alliance

730 N. Franklin Street
Suite 501
Chicago, IL 60610-7224
(800) 826-3632
Web site: www.dbsalliance.org

National Empowerment Center (NEC)

599 Canal Street
Lawrence, MA 01840
(800) 769-3728
Web site: www.Power2u.org

National Mental Health Association (NMHA)

2001 1 N. Beauregard Street
12th floor
Alexandria, VA 22311
(800) 969-NMHA
Web site: www.nmha.org

National Mental Health Consumers' Self-Help Clearinghouse

1211 Chestnut Street
Suite 1207
Philadelphia, PA 19107
(800) 553-4KEY (4539)
Web site: www.mhselfhelp.org

Partners in Recovery: Creating Successful Practitioner-Consumer Alliances

Closed Captioned, VHS (18 minutes)



DEPARTMENT OF HEALTH
AND HUMAN SERVICES
Substances Abuse and
Mental Health Services
Administration
Center for Mental Health Services



National Depressive and
Manic-Depressive Association

For more information contact (800) 789-2647 or www.mentalhealth.org

Introduction

Communication . . . Trust . . . Respect. These are the fundamental building blocks of an effective practitioner-consumer (patient, client) relationship. Mental health professionals are on the front-lines in helping people to grow, and to reclaim and improve their lives. Building an effective relationship is central in achieving positive outcomes and possibilities for consumer recovery.

It can be challenging, at times, in this era of managed care, limited resources, and rapid health care delivery to develop meaningful and effective therapeutic partnerships.

In this videotape consumers and practitioners share their stories of what worked and also what did not work in building constructive relationships. These stories will provide an opportunity for reflection on what practitioners can contribute toward creating effective partnerships for recovery.

This videotape builds upon recommendations made at four consumer-clinician roundtable discussions. In separate sessions between consumers and psychiatrists, psychologists, psychiatric nurses and social workers, participants explored ways to improve communications and relationships.

The videotape was then developed under the guidance and financial support of the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, through a contract with the National Depressive and Manic-Depressive Association (National DMDA).

Description

This video is a compilation of interviews with people who have mental illness and with psychiatrists. The mental health consumers represent a broad array of ages, cultures, viewpoints, and experiences with psychiatrists and other mental health professionals.

The psychiatrists have extensive experience in treating people with mental illness. Perspectives on how best to foster therapeutic alliances are shared. Topics include recovery, hope and empowerment, providing information, consumers as experts, and family and peer support—concepts basic and essential to every mental health professional in establishing a therapeutic relationship.

Intended Audiences

The video is designed to be viewed by psychiatrists, psychologists, social workers, nurses, and other mental health professionals providing services to those with mental illness and their families. The video will be most effective if time is made available after watching the video for discussion and persons with mental illness participate in the viewing and discussion. Using a facilitator may be helpful. The video is 18 minutes long, but it is recommended that 50-60 minutes be allowed for viewing and discussion.

Purpose of this video



to foster candid and productive discussion regarding communication and relationships between mental health consumers (patients) and mental health professionals.



to deepen the viewers' understanding and awareness of how mental health consumers feel about their relationships with their mental health professionals.



to stimulate mental health professionals to reflect upon their own perceptions, assumptions and behaviors in their relationships with consumers.



to improve the skills of mental health professionals in forming therapeutic relationships.